

Adult Consumer Satisfaction Survey 2008

Scorecard

Agency	Number Served FY2008	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction		Good Service Access		Quality & Appropriateness of Services		Participation in Treatment Planning		Positive Service Outcomes		Social Connectedness		Improved Functioning	
		2007	2008															
Bear River Health Dept.	1,509	↑	68	73	4.8% *	--	--	--	--	--	--	--	--	--	--	--	--	--
Bear River Mental Health	1,765	↑	256	368	20.8%	↑	89	→	89	↑	91	→	77	→	69	*	65	*
Central Utah	907	↓	113	104	11.5%	→	94	→	90	→	89	→	73	↓	64	*	71	*
Davis Behavioral	2,913	↑	398	556	19.1%	→	89	→	89	→	93	↑	83	→	73	*	73	*
Four Corners	1,597	↑	220	248	15.5%	↓	86	↑	85	→	90	→	75	→	76	*	74	*
Heber Valley Counseling	282	↑	25	33	11.7%	↑	100	→	97	→	94	↓	82	↑	91	*	63	*
Northeastern	1,052	↑	94	241	22.9%	↓	85	→	86	↑	87	→	76	↓	69	*	76	*
Salt Lake County Substance Abuse	6,223	↑	1,219	1,265	20.3%	→	78	→	69	→	84	→	66	→	76	*	80	*
San Juan	332	↑	17	57	17.2%	→	95	→	93	→	91	→	85	↑	85	*	70	*
Southwest	1,951	↑	116	166	8.5%	↓	83	→	83	↓	84	↓	73	→	74	*	71	*
Utah County Substance Abuse	973	↑	331	551	56.6%	→	86	→	80	↑	89	→	77	→	86	*	87	*
Valley Mental Health - Salt Lake	10,082	↑	1,011	1,224	12.1%	→	86	→	82	→	84	→	73	→	65	*	81	*
Valley Mental Health - Summit	747	↑	37	49	6.6%	↑	88	→	86	→	89	→	67	↓	66	*	68	*
Valley Mental Health - Tooele	1,275	↓	122	118	9.3%	↑	88	→	79	→	94	→	79	↓	69	*	78	*
Wasatch Mental Health	2,944	↑	291	324	11.0%	→	86	→	82	→	82	→	68	→	69	*	67	*
Weber	4,667	↑	316	473	10.1%	↓	85	↓	83	→	85	→	70	→	72	*	76	*
U of U	335	↑	35	43	12.8%	→	98	↑	85	→	98	→	81	→	95	*	91	*
State	37,375	↑	4,669	5,893	15.8%		85		81		87		73		73		73	
National (2007)							87		85		86		82		71		72	

Youth Satisfaction Survey 2008 (Youth Ages 12-17)

Agency	Number Served FY2008	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction		Good Service Access		Cultural Sensitivity		Participation in Treatment Planning		Positive Service Outcomes	
		2007	2008											
Bear River Health Dept.	97	↑	6	8	8.2%	↓	50	↑	50	↓	75	↓	50	↓
Bear River Mental Health	383	↑	50	57	14.9%	→	86	→	84	→	96	→	75	→
Central Utah	199	↓	46	44	22.1%	→	82	→	64	↓	73	→	55	↑
Davis Behavioral	469	↑	44	107	22.8%	↓	72	↓	54	→	85	→	63	↑
Four Corners	355	↓	91	50	14.1%	→	64	→	60	→	80	→	52	→
Heber Valley Counseling	41	↑	0	3	7.3%	*	67	*	67	*	67	*	67	*
Northeastern	181	↑	15	35	19.3%	→	60	↑	60	↓	80	→	57	↓
Salt Lake County Substance Abuse	725	↓	157	137	18.9%	↓	72	→	50	→	83	→	70	→
San Juan	91	↑	13	14	15.4%	→	79	↓	57	→	93	→	86	→
Southwest	594	↑	29	52	8.8%	↓	73	→	60	→	86	→	69	→
Utah County Substance Abuse	86	↓	42	19	22.1%	→	74	↑	47	→	73	→	90	↓
Valley Mental Health - Salt Lake	1,942	↑	314	338	17.4%	→	72	→	52	→	80	→	64	→
Valley Mental Health - Summit	137	↑	6	8	5.8%	↑	88	↑	67	→	86	↑	63	↓
Valley Mental Health - Tooele	326	↑	21	33	10.1%	↓	53	↓	56	↓	83	↓	46	↓
Wasatch Mental Health	1,289	↑	54	101	7.8%	↑	80	↑	71	→	85	→	74	↑
Weber	725	↑	89	91	12.6%	→	81	→	72	→	90	→	74	↓
State	7,097	↑	977	1,097	15.5%		74		59		83		66	
National (2007)							84		85		93		87	

Youth Satisfaction Survey (Family) 2008

Agency	Number Served FY2008	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction		Good Service Access		Cultural Sensitivity		Participation in Treatment Planning		Positive Service Outcomes		Social Connectedness		Improved Functioning	
		2007	2008															
Bear River Health Dept.	97	→	1	1	1.0% *	--	--	--	--	--	--	--	--	--	--	--	--	--
Bear River Mental Health	927	↑	88	123	13.3%	↑	86	→	82	→	98	→	89	↑	58	*	82	*
Central Utah	448	↓	56	26	5.8%	↓	81	→	89	→	92	↓	85	→	54	*	77	*
Davis Behavioral	1,137	↑	103	172	15.1%	→	79	→	59	→	92	→	86	→	49	*	80	*
Four Corners	605	↓	75	52	8.6%	→	77	→	85	→	84	↓	85	→	45	*	87	*
Heber Valley Counseling	68	↑	4	8	11.8%	→	100	→	100	→	100	→	75	↓	50	*	100	*
Northeastern	328	↑	23	24	7.3%	→	87	→	87	→	91	→	87	→	58	*	87	*
Salt Lake County Substance Abuse	726	↓	73	55	7.6%	→	80	→	64	→	81	→	62	→	80	*	89	*
San Juan	157	↑	6	25	15.9%	→	83	→	100	↑	100	→	96	↓	48	*	83	*
Southwest	1,403	↑	53	96	6.8%	↓	78	→	72	→	94	↓	80	↑	47	*	82	*
Utah County Substance Abuse	86	↓	19	16	18.6%	↑	69	↑	56	→	69	↑	69	→	69	*	69	*
Valley Mental Health - Salt Lake	4,465	↑	520	625	14.0%	→	86	→	66	→	91	→	87	↑	61	*	84	*
Valley Mental Health - Summit	187	↑	2	4	2.1% *	--	--	--	--	--	--	--	--	--	--	--	--	--
Valley Mental Health - Tooele	508	↓	24	21	4.1% *	--	--	--	--	--	--	--	--	--	--	--	--	--
Wasatch Mental Health	2,772	↑	75	98	3.5% *	--	--	--	--	--	--	--	--	--	--	--	--	--
Weber	1,596	↑	89	139	8.7%	↓	77	↓	68	→	92	↓	80	↓	54	*	86	*
State	14,744	↑	1,211	1,485	10.1%		83		70		91		85		57		83	
National (2007)							84		85		93		87		65		84	

* Data unavailable for previous year.

* Insufficient sample rate.

Green = Percentage meets or exceeds National Average for MHSIP or Statewide Average for the YSS and YSS-F Surveys.

Yellow = Percentage between 75% and the National Average for MHSIP or the Statewide Average on YSS and YSS-F.

Red = Percentage below 75% of the National Average for the MHSIP or Statewide Average for the YSS and YSS-F.

↑ ↓ Indicates change in color from prior year.

→ No change from prior year.

Chart results are based on round numbers.

Client served counts for each provider are unduplicated for that provider and across substance abuse and mental health combined.

State client served count is unduplicated across substance abuse and mental health combined and is not a sum of the provider client counts.